

REMARKS

In response to the Office Action, claims 21-22 have been cancelled without prejudice or disclaimer, and claims 1, 3-4, 7-10, and 12-20 have been amended. Therefore, claims 1-20 are pending. Support for the instant amendments is provided throughout the as-filed Specification. Thus, no new matter has been added. In view of the foregoing amendments and following comments, allowance of all the claims pending in the application is respectfully requested.

A. **SPECIFICATION**

Applicants have amended the Specification to include related application data.

B. **DRAWINGS**

Applicants filed a "Request for Approval of Drawing Corrections" on September 10, 2002, requesting Examiner approval of drawing corrections to FIGS. 3a, 3b, and 6b. In the latest Office Action, the Examiner failed to indicate whether the corrected drawings have been approved.

Accordingly, Applicants request that the Examiner please indicate whether the proposed drawing corrections filed on September 10, 2002 have been approved.

C. **INFORMATION DISCLOSURE STATEMENT**

1. The Examiner has objected to the Information Disclosure Statement filed on September 10, 2002, because certain references listed on the corresponding Form PTO-1449 contained documents identified by reference to a URL. This objection is improper.

MPEP §608.01 recites the following:

“USPTO policy does not permit the USPTO to link to any commercial sites since the USPTO exercises no control over the organization, views or accuracy of the information contained on these outside sites.

If hyperlinks and/or other forms of browser-executable code are embedded in the text of the patent application, examiners should object to the specification and indicate to applicants that the embedded hyperlinks and/or other forms of browser-executable code are impermissible and require deletion. ***This requirement does not apply to electronic documents listed on forms PTO-892 and PTO-1449 where the electronic document is identified by reference to a URL.***”

Emphasis Added.

Because this requirement does not apply to documents listed on forms PTO-892 and PTO-1449, Applicants request that the Examiner consider the references previously held to be in non-compliance, and return a newly signed/dated copy of the Form PTO-1449 to Applicants.

2. An electronic I.D.S. was filed by Applicants on November 13, 2002. At this time, Applicants were unaware that a Final Office Action had been previously mailed on November 6, 2002. Having now filed a Request for Continued Examination (RCE), Applicants request that the Examiner consider the references submitted with the November 13, 2002 electronic I.D.S.

D. REJECTIONS UNDER 35 U.S.C. § 103

Claims 1, 3, 7, 10, 12, 16, and 19-22 stand rejected under 35 U.S.C. §103(a) as allegedly being unpatentable over Toy (U.S. Patent No. 4,554,418) in view of Wise *et al.* (“Wise”) (U.S. Patent No. 5,884,262). Claims 2, 8-9, 11, and 17-18 stand rejected under 35 U.S.C. §103(a) as allegedly being unpatentable over the combination of Toy and Wise, further in view of Freishtat *et al.* (“Freishtat”) (U.S. Patent No. 5,945,989). Claims 4-6 and 13-15 stand rejected under 35 U.S.C. §103(a) as allegedly being unpatentable over the combination of Toy and Wise, further in view of Speicher (U.S. Patent No. 5,996,006).

Applicants disagree with these rejections. However, in the interest of expediting prosecution, the claims have been amended to clarify various points of novelty over the references of record. In particular, independent claims 1, 10, 19, and 20 have been amended to clarify that a subscriber can dynamically interact with service output information (*e.g.*, provide input in response to information received) during either an outbound or inbound voice-enabled communication. Neither Toy nor Wise, either alone or in combination, teach this feature.

Toy discloses an outbound notification system and method for alerting users of the occurrence of particular events or trends of interest. As such, Toy appears to disclose a “push” system and does not appear to enable users to dynamically interact with the system during the outbound notification.

Wise appears to disclose a system that enables users to request documents or files via the telephone, and then navigate through retrieved documents (via user inputs) based on the content of the document. Wise does not, however, appear to disclose at least the feature of initializing an

outbound voice-enabled communication using markup documents, as disclosed and claimed by Applicants.

Accordingly, even if there was a proper teaching, suggestion, or motivation to combine Wise and Toy, the rejection would still be improper as Wise and Toy, even when combined, fail to disclose, teach or suggest at least the ability of a subscriber to dynamically interact with service output information during an outbound voice-enabled communication.

For at least the reasons set forth above, Applicants respectfully submit that none of the references cited by the Examiner, either alone or in combination, teach all of the limitations of independent claims 1, 10, and 19-22. Accordingly, Applicants further submit that dependent claims 2-9, and 11-18 are allowable because they depend from allowable independent claims, as well as for the further limitations they contain.

Applicants also wish to address two statements made by the Examiner in the Final Office Action in an effort to clarify and resolve any misunderstandings regarding Applicants' invention, as disclosed and claimed.

In the Final Office Action, at pg. 9, the Examiner recites that:

“The Specification discloses that the user initiates the call. The user initiates the call and will not access the voice page until the call reaches the service system. The Specification did not support the inbound call is initiated by the voice-enabled markup document.”

First, Applicants wish to note that the feature of outbound calling is disclosed throughout the Specification. See, *e.g.*, pg. 3, ll.10+; pg. 6, ll.14+; pg. 11, ll. 20-21; etc. The invention relates to a system and method for providing integrated inbound and outbound voice services.

Second, Applicants wish to clarify that they have never claimed nor argued that a voice-enabled markup document initiates an inbound call. Rather, Applicants had claimed and argued that, as disclosed, the call server is operative to control inbound communications using the markup documents. A subscriber initiates an inbound call.

CONCLUSION

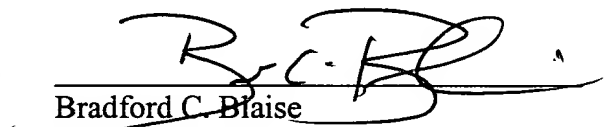
Having addressed each of the foregoing rejections, it is respectfully submitted that a full and complete response has been made to the outstanding Office Action and, as such, the application is in condition for allowance. Notice to that effect is respectfully requested.

If the Examiner believes, for any reason, that personal communication will expedite prosecution of this application, the Examiner is invited to telephone the undersigned at the number provided.

Respectfully submitted,

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Date: **March 14, 2003**

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APPENDIX A

Version with Markings to Show Changes Made

IN THE SPECIFICATION:

The following new paragraph has been inserted at page 1, line 1:

Related Applications

This application claims priority from U.S. Provisional Application Serial No. 60/153,222, filed 13-Sep-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES." This application is also related by subject matter to the following U.S. Patent Applications: U.S. Application Serial No. 09/454,602, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES;" U.S. Application Serial No. 10/073,331, filed 13-Feb-2002, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH CLOSED LOOP TRANSACTION PROCESSING," which is a continuation of U.S. Application Serial No. 09/455,525, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH CLOSED LOOP TRANSACTION PROCESSING," now abandoned; U.S. Application Serial No. 09/455,533, filed 07-Dec-1999, entitled SYSTEM AND METHOD FOR

THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES WITH REAL-TIME DATABASE QUERIES;" U.S. Application Serial No. 09/455,529, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES WITH REAL-TIME DRILLING VIA TELEPHONE;" U.S. Application Serial No. 09/661,188, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES INCLUDING MODULE FOR GENERATING AND FORMATTING VOICE SERVICES;" U.S. Application Serial No. 10/072,898, filed 12-Feb-2002, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES WITH CUSTOMIZED MESSAGE DEPENDING ON RECIPIENT," which is a continuation of U.S. Application Serial No. 09/455,527, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES WITH CUSTOMIZED MESSAGE DEPENDING ON RECIPIENT;" U.S. Application Serial No. 09/661,377, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR CREATING VOICE SERVICES FOR INTERACTIVE VOICE BROADCASTING;" U.S. Application Serial No. 09/661,375, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH SYSTEM AND METHOD THAT ENABLE ON-THE-FLY CONTENT AND SPEECH GENERATION;" U.S. Application Serial No.

09/496,357, filed 02-Feb-2000, entitled "SYSTEM AND METHOD FOR PERSONALIZING INTERACTIVE VOICE BROADCASTS;" U.S. Application Serial No. 09/661,471, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES INCLUDING A MARKUP LANGUAGE FOR CREATING VOICE SERVICES;" U.S. Application Serial No. 09/454,604, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR VOICE SERVICE BUREAU," now U.S. Patent No. 6,263,051, issued 17-Jul-2001; U.S. Application Serial No. 09/496,356, filed 02-Feb-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH TELEPHONE-BASED SERVICE UTILIZATION AND CONTROL;" U.S. Application Serial No. 09/455,523, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR INFORMATION RELATED TO EXISTING TRAVEL SCHEDULE;" U.S. Application Serial No. 09/454,601, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR INVENTORY-RELATED INFORMATION;" U.S. Application Serial No. 09/454,597, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR CORPORATE-ANALYSIS RELATED INFORMATION;" U.S. Application Serial No. 09/455,524, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR INVESTMENT-RELATED INFORMATION;" U.S. Application Serial No. 09/454,603, filed 07-Dec-1999,

entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR ENTERTAINMENT-RELATED INFORMATION;" U.S. Application Serial No. 09/455,532, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR PROPERTY-RELATED INFORMATION;" U.S. Application Serial No. 09/454,599, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR RETAIL-RELATED INFORMATION;" U.S. Application Serial No. 09/455,530, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED, DYNAMIC, INTERACTIVE VOICE SERVICES FOR BOOK-RELATED INFORMATION;" U.S. Application Serial No. 09/455,526, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR REAL-TIME, PERSONALIZED DYNAMIC, INTERACTIVE VOICE SERVICES FOR TRAVEL AVAILABILITY INFORMATION;" U.S. Application Serial No. 09/661,189, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR VOICE-ENABLED INPUT FOR USE IN THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC, AND INTERACTIVE VOICE SERVICES;" U.S. Application Serial No. 09/496,425, filed 02-Feb-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH THE DIRECT DELIVERY OF VOICE SERVICES TO NETWORKED VOICE MESSAGING SYSTEMS;" U.S. Application Serial No. 09/454,598, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, INCLUDING

DEPLOYMENT THROUGH DIGITAL SOUND FILES;" U.S. Application Serial No. 09/454,600, filed 07-Dec-1999, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, INCLUDING DEPLOYMENT THROUGH PERSONALIZED BROADCASTS;" and U.S. Application Serial No. 09/661,191, filed 13-Sep-2000, entitled "SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH REAL-TIME INTERACTIVE VOICE DATABASE QUERIES."

IN THE CLAIMS:

Please find marked-up versions of the claims identifying insertions and [deletions].

1. *(Twice amended)* An integrated inbound and outbound voice service system comprising:
 - a first system for generating markup documents personalized for subscribers of at least one voice service;
 - a call server comprising:
 - a storage device for storing the markup documents;
 - a call builder operative to [initialize a] initiate an outbound voice-enabled communication using one or more of the markup documents; and,
 - a call receiver operative to accept an inbound voice-enabled communication;
 - wherein the call server accesses one or more of the markup documents for dynamically interacting with one or more subscribers of the at least one voice service during either outbound or inbound voice-enabled communications [is operative to control inbound and outbound voice-enabled communications using the markup documents].
2. The voice service system of claim 1 wherein the call server further comprises an authentication module operative to authenticate an inbound voice-enabled communication.

3. *(Once Amended)* The voice service system of claim 1 wherein the call server further comprises:

 a parser operative to extract text from the markup [language] documents; and,

 a text-to-speech engine for converting the extracted text into speech.
4. *(Once Amended)* The system of claim 1 wherein the call server further comprises a search module operative to search markup [language] documents stored in the storage device.
5. The system of claim 4 wherein the search module comprises an SQL engine operative to query the storage device.
6. The system of claim 1 wherein the storage device comprises a relational database.
7. *(Once Amended)* The system of claim 1 wherein the markup [language] documents comprise TML documents.
8. *(Once Amended)* The system of claim 1 wherein the markup [language] documents comprise active voice pages.
9. *(Once Amended)* The system of claim 1 wherein the markup [language] documents comprise information accessed from an on-line analytical processing system.

10. (*Twice Amended*) A method for providing integrated inbound and outbound voice services comprising the steps of:

generating markup documents personalized for subscribers of at least one voice service;

storing the markup documents;

initializing outbound voice-enabled communications using one or more of the markup documents;

accepting inbound voice-enabled communications; and,

accessing one or more of the markup documents for dynamically interacting with one or more subscribers of the at least one voice service during either [controlling inbound and] outbound or inbound voice-enabled communications [using the markup documents].

11. The method of claim 10 further comprising the step of authenticating inbound voice-enabled communications.

12. (*Once Amended*) The method of claim 10 wherein the step of [controlling] accessing for dynamic interaction comprises:

extracting text from the markup [language] documents; and,

converting the extracted text into speech.

13. *(Once Amended)* The method of claim 10 further comprising the step of searching the markup [language] documents stored in the storage device for inbound voice-enabled communications.
14. *(Once Amended)* The method of claim 13 wherein the step of searching comprises generating SQL statements to search for particular markup [language] documents.
15. *(Once Amended)* The method of claim 10 wherein the step of storing comprises storing markup [language] documents in a relational database.
16. *(Once Amended)* The method of claim 10 wherein the markup [language] documents comprise [the] TML documents.
17. *(Once Amended)* The method of claim 10 wherein the markup [language] documents comprise active voice pages.
18. *(Once Amended)* The method of claim 10 wherein the markup [language] documents comprise information accessed form an on-line processing system.

19. *(Once Amended)* An integrated inbound and outbound voice service system comprising:

means for enabling at least one subscriber to subscribe to at least one voice service that can output information;

means for generating a personalized markup document for the at least one subscriber, the personalized markup document comprising preferences for the content and presentation of the service output information;

means for [enabling the at least one service to initiate] initiating an outbound voice-enabled communication with the at least one subscriber to deliver service output information, wherein the service output information is presented from the personalized markup document; [and]

means for [enabling the at least one subscriber to initiate] accepting an inbound voice-enabled communication [with] from the at least one [service] subscriber to access service output information, wherein the service output information is presented from the personalized markup document; and

means for enabling the at least one subscriber, during either outbound or inbound voice-enabled communications, to provide input in response to service output information received.

20. (*Once Amended*) A method for providing integrated inbound and outbound voice services, the method comprising the steps of:

[(a)] enabling at least one subscriber to subscribe to at least one voice service that can output information;

[(b)] generating a personalized markup document for the at least one subscriber, the personalized markup document comprising preferences for the content and presentation of the service output information;

[(c)] [enabling the at least one service to initiate] initiating an outbound voice-enabled communication with the at least one subscriber to deliver service output information, wherein the service output information is presented from the personalized markup document; [and]

[(d)] [enabling the at least one subscriber to initiate] accepting an inbound voice-enabled communication [with] from the at least one [service] subscriber to access service output information, wherein the service output information is presented from the personalized markup document; and

enabling the at least one subscriber, during either outbound or inbound voice-enabled communications, to provide input in response to service output information received.

21. *Cancelled*

22. *Cancelled*